Brown v Progressive Settlement Admin

Email or Postcard Notice

Project Requirements and Estimated Volumes

Total Notice Population	162,000
Email Notice Population	150,000
Percentage of Undeliverable email	8%
Mail Notice Population	12,000
Percentage of Undeliverable mail	5%
Toll-Free Phone with IVR	Yes
Contact Center Agent Support	No
Informational Website	Yes
Digital Payment Percentage	15%
Case Duration (Months)	9
Mailing Packet Content	Email or single postcard

Summary Estimate

Data Standardization and Class Notice	$	16,623
Project Management and Reporting	$	32,300
Website	$	4,025
Toll-Free Call Center (IVR)	$	8,334
Distribution and Fund Management	$	56,209
Postage and Expenses	$	107,024
Total Estimate	$	227,505

CLASS ACTION & CLAIMS SOLUTIONS
Estimate for Administration
2/10/2025

Detailed Estimate

Brown v Progressive Settlement Admin

Activity	Unit	Rate	Volume	Amount
Data Standardization and Class Notice				
Import and Standardize Data*	Per File	$ 1,000	1	$ 1,000
Data Analyst	Per Hour	$ 150	32	$ 4,800
Forms Set-up and Mailing Coordination	Per Layout	$ 500	4	$ 2,000
Email Notice Setup	One-Time Fee	$ 500	1	$ 500
Email Notice	Per Email	$ 0.02	150,000	$ 3,000
Record Undeliverable Email	Per Piece	$ 0.025	12,000	$ 300
NCOA Address Update ($500 minimum)	Per 1,000	$ 3.00	24	$ 500
Print/Mail Notice	Printed as Lot	$ 0.160	24,000	$ 3,840
Record Undeliverable Mail	Per Piece	$ 0.29	1,200	$ 348
Enter Change of Address - Postal Forward	Per Address	$ 0.45	60	$ 27
Address Research 1M-3M	Per input	$ 0.12	1,140	$ 137
Notice Remails	Per Piece	$ 0.25	684	$ 171
Detailed Notice Request Fulfillment	Per Piece	$ 1.50	-	$ -
*Data provided must meet Epiq data standards. Epiq can standardize data at additional cost of $165/hr.				$ **16,623**
Project Management and Reporting				
Project Manager	Per Hour	$ 150	90	$ 13,500
Project Coordinator	Per Hour	$ 100	140	$ 14,000
Data Analyst and Reporting	Per Hour	$ 150	32	$ 4,800
				$ **32,300**
Website				
Static Website Deployment and Testing	Per Language	$ 2,000	1	$ 2,000
Website Hosting	Per Month	$ 225	9	$ 2,025
				$ **4,025**
Toll-Free Call Center (IVR)				
IVR Configuration and Recording	Per Language	$ 2,000	1	$ 2,000
IVR Maintenance Fee	Per Month	$ 225	9	$ 2,025
IVR Minutes of Use	Per Minute	$ 0.19	22,680	$ 4,309
Notice Request Transcription	Per Record	$ 1.95		$ -
Message Recording Fee (IVR Script Change)	Per Hour	$ 125	-	$ -
				$ **8,334**

CLASS ACTION & CLAIMS SOLUTIONS
Estimate for Administration
2/10/2025

Brown v Progressive Settlement Admin

Activity	Unit	Rate	Volume	Amount
Opt-out Processing and Class Support				
Quality Assurance	Per Hour	$ 85	6	$ 510
Claimant Notification Letters	Per Letter	$ 0.75	-	$ -
Correspondence Review and Response	Per Hour	$ 65	32	$ 2,080
Opt Out and Objection Reporting	Per Document	$ 10.00	40	$ 400
				$ **2,990**
Distribution and Fund Management				
Escrow Management	Per Year	$ 3,500		As incurred
Programming Distribution Calculation	Per Hour	$ 150		$ -
Payment Run Coordination (w/2 Reissue Runs)	Per Hour	$ 65	40	$ 2,600
Account Management and Reconciliation	Per Hour	$ 85	40	$ 3,400
EpiqPay Digital Payments	Per Payment	$ 0.31	24,300	$ 7,533
Print 1-image Paper Check with Stub	Per Check	$ 0.31	137,666	$ 42,676
Wire Payments	Per Wire	$ 25	-	$ -
TIN Matching - IRS Verification of SSNs	Per TIN	$ 0.50	-	$ -
Print Form 1099-MISC	Per Form	$ 0.50	-	$ -
				$ **56,209**
Postage and Expenses				
Post Office Box - Dedicated	Per 6 Months	$ 800		WAIVED
Postage* - Notice/Letter/Paper Checks	Blended Total			$ 104,474
Postage* - Form 1099s	Per Piece		-	$ -
Photocopies, Delivery and Box Storage	As Used			$ 150
Translation	As Used			$ -
Bank Fees - Account	Per Month	$ 150	6	$ 900
Settlement Fund (QSF) Income Tax Return	Per Year	$ 1,500	1	$ 1,500
*Discounted rates as applicable				$ **107,024**

Total Estimated Costs $ 227,505

Brown v Progressive Settlement Admin

Activity	Unit	Rate	Volume	Amount

Estimate does not include sales tax where applicable.

Standard Rates

	Unit	Rate
Clerical and Data Entry	$	50.00
Contact Center (Dedicated)	$	55.00
Contact Center (Shared Per Minute)	$	1.15
Claims Analyst/Check & Mailing Coordinators	$	65.00
Correspondence	$	65.00
Claims Specialist/Account Reconciliation	$	85.00
Project Coordinator	$	110.00
Project Specialist/Contract Attorney	$	125.00
Data Analyst and Reporting	$	165.00
Disbursement/Contact Center Manager	$	175.00
Project Manager	$	175.00
Sr. Project Manager/Software Engineer	$	195.00
Project Director/Solutions Architect	$	250.00
Client Services Managers	$	275.00
Vice President/Sr. Solutions Architect	$	325.00
Executive Management and Testimony	$	450.00
Photocopy or Image	$	0.12
Box Storage (Per Box/Per Month)	$	10.00
Long Distance, Per Minute		As Used

Estimate Valid Until: 5/11/2025